

PROJECT OVERSIGHT REPORT

**Electronic Document Image Management System (EDIMS)
Department of Retirement Systems (DRS)**

**Report as of Date:
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Description: The Electronic Document Image Management System (EDIMS) will reduce reliance on paper flow and physical files within the Department of Retirement Systems (DRS). Automated workflow and less paper-reliant processing will reduce agency overhead and enable staff to improve customer services. Additionally, EDIMS will improve security and disaster recovery capabilities for the agency's data.

Technology: EDIMS has implemented industry standard imaging and workflow technology.

Life Cycle Stage: EDIMS is in production with post-implementation operational support taking place during stabilization. Backfile imaging/conversion to support EDIMS continues.

Budget: Funds became available in Fiscal Year 1999 with a revised project start date of January 1999. The total funding for this project is \$4,623,511. DRS received \$1 million for this biennium, which was \$1.2 million less than requested. DRS received an additional funding of \$850,000 from the Digital Government Pool.

Background: A budget decision package was submitted in 1997 and the Legislature approved funding for the project's first phase. Release of funding was delayed for one year at the request of DRS management in consultation with legislative and Office of Financial Management staff. The purpose for the delay was twofold: 1) to allow time to complete the preparation necessary to ensure a solid foundation for an imaging system; and 2) to review and update the project plan based on current costs and efficiency projections. DRS further delayed EDIMS implementation by six months to accommodate the agency's physical move to a new facility. Together, the delays totaled eighteen months. The project team worked with the facilities consolidation staff to ensure the infrastructure is present in the new facility to support the planned imaging technology. The project acquisition plan was presented to the Information Services Board (ISB) and approved on May 20, 1999.

Schedule: Phase I is complete. The pilot went extremely well and lessons learned were incorporated into construction. Phase II began in May 2000 and was completed May 2001. Although the project schedule slipped several months due to vendor resource problems, the relationship with the vendor was positive and the contract was a fixed price, deliverables-based contract; therefore, no payments were made to the vendor during this period. The vendor augmented the on-site staff to complete the necessary development within the funded biennium. A complete analysis of industry direction for imaging technology and an updated cost benefit analysis will occur prior to the agency determining the business benefit of Phase III. A separate budget request, with specific project goals, would be developed and submitted if the decision is made to proceed with Phase III.

Project Initiation

Issue Request For Proposal (RFP) For Application and Hardware	July 1999/Complete
Phase I Acquisition Contract	Dec. 1999/Complete
Issue RFP To Image Paper Based Files (Backfile)	Dec. 1999/Issued

Phase I

Functional Systems Design, System Delivery Plan, Pilot	Feb. - June 2000/Complete
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Phase II

Business Pilot	Jan 2001/Complete
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EDIMS - Basic Imaging/Workflow Implementation (phased)	Mar 2001/Started Complete in May 2001
Backfile Imaging Begins	Dec. 2000/Started

Phase III

Automated Workflow Development Begins	TBD
Imaging Funding Ends	June 2003
Backfile Imaging Scheduled for Completion	June 2004

Status: Both EDIMS and the backfile application are in production. Based on lessons learned from the business pilot, additional funding was necessary to complete the backfile conversion of member files. DRS received funding from the Digital Government Pool (authority to spend agency funds) to continue the backfile conversion through June 2003. Backfile production is currently at 102 percent of its yearly goal. Prior to June 2003, DRS will complete an analysis of the member files that remain to be backfiled and determine the most efficient process for finishing the backfile conversion.

Recommendation: DIS will continue oversight until DRS has submitted a project completion report to the ISB on the EDIMS portion of the project. This report is expected by April of this year.